

**GOVERNMENT OF INDIA  
MINISTRY OF COMMUNICATIONS  
DEPARTMENT OF TELECOMMUNICATIONS**

**LOK SABHA  
STARRED QUESTION NO. 449  
TO BE ANSWERED ON 2<sup>ND</sup> APRIL, 2025**

**SANCHAR SAATHI MOBILE APP**

**\*449. DR. MALLU RAVI:**

Will the Minister of COMMUNICATION be pleased to state:

- (a) whether the Government has launched the Sanchar Saathi Mobile App to enhance telecom connectivity and security across the country; and
- (b) if so, the details thereof including its key features and the expected impact on addressing telecom fraud and user grievances?

**ANSWER**

**MINISTER OF COMMUNICATIONS AND DEVELOPMENT OF NORTH EASTERN  
REGION  
(SHRI JYOTIRADITYA M. SCINDIA)**

- (a) & (b) A statement is laid on the Table of the House.

**STATEMENT TO BE LAID ON THE TABLE OF LOK SABHA IN RESPECT OF PARTS (a) & (b) OF THE LOK SABHA STARRED QUESTION NO. 449 FOR 2<sup>ND</sup> APRIL, 2025 REGARDING “SANCHAR SAATHI MOBILE APP.”**

(a) Sanchar Saathi is a citizen centric initiative of Department of Telecommunications (DoT) to empower mobile subscribers, strengthen their security and increase awareness. Sanchar Saathi Portal (<https://sancharsaathi.gov.in>) was launched in May, 2023 and as an extension of the Sanchar Saathi portal, DoT launched Sanchar Saathi Mobile App on 17.01.2025.

(b) Sanchar Saathi Mobile App has following facilities for citizens:

- i. to report suspected fraud communications
- ii. to know the mobile connections issued in their name and report which are either not required or not taken by them
- iii. to report the stolen / lost mobile handset for blocking and tracing
- iv. to check the genuineness of mobile handset while buying a new/old device
- v. to report the incoming international calls received with Indian Number

Sanchar Saathi initiative of DoT has yielded following outcomes for prevention of misuse of telecom resources for cyber frauds:

S.No.	Item Description	Outcome
1.	Mobile number disconnected based on AI based analysis, citizens feedback, inputs from stakeholders and exceeding individual limit	3.40 crore
2.	International Mobile Equipment Identity (IMEI) of mobile handsets blocked	3.19 lakh
3.	Bulk SMS senders (Principal Entities) blacklisted	20,096
4.	Profiles/accounts disengaged by WhatsApp associated with shared mobile connections	16.97 lakh

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